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From Diffuse Communication to Structured Multichannel Communication: The Operational Technology of the Resilience Approach (ARslnt)

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Abstract

The Resilience Approach (ARslnt) understands human resilience not as passive conformity but as the learning of reframing and transformation in the present moment. This article examines the intersection between the dual-processing model (System 1 and System 2) and the "Classes of Diffuse Communication" (assumptions, deductions, and inferences), demonstrating how ambiguous messages feed cognitive biases and intensify neurofunctional states of intolerance or passivity under stress. To overcome this dysfunctional cycle, the study proposes Structured Multichannel Communication (CME) as the relational and executive technology of ARslnt. Grounded in self-reported data mapped by the QUEST_Resilience scale, CME organizes intervention into four operational pillars—contextual anticipation, semantic clarity, temporal scaling, and sensory modulation of the environment—thus enabling the practical application of resilience and ensuring cognitive and relational stability under stress.

Keywords: Resilience Approach, System 1 and System 2, Classes of Diffuse Communication, QUEST_Resilience, Structured Multichannel Communication.

Epistemology of Resilience and Dual Processing

The evolution of resilience studies began in the 1950s and 1960s under predominantly constitutional and hereditary perspectives (Barbosa, 2014). With advances in developmental psychopathology—particularly through Michael Rutter's formulations from 1975 onward—resilience entered its cognitive phase by demonstrating that psychological protection does not result from avoidance or resignation in the face of stress (Rutter, 1985, 1986). In the 1990s, the focus expanded toward restructuring and reframing core beliefs in active coping and toward the modulation of coping strategies (Barbosa, 2014).

Within the Resilience Approach (ARslnt), resilience is defined as the competence to strategically manage cognitive biases and their resulting distortions through the learning of transformation in the "here and now," distancing itself from notions of passive adaptation (Barbosa, 2010, 2014). Cognition operates through the alternation of two circuits: System 1 (S1)—automatic, fast, and dependent on heuristic shortcuts—and System 2 (S2)—reflective, analytical, and regulatory (Kahneman, 2011).

Under overload conditions, the dominance of S1 heuristics without proper mediation by S2 generates two behavioral patterns of dysregulation (Barbosa, 2014, 2019):

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Behavioral Pattern of Passivity in the face of stress: Expressed through pessimism, apathy, and freezing, operating under a neuroendocrine tone associated with sustained cortisol elevation. The person tends toward submission and uncritical absorption of adverse impact (Barbosa, 2014, 2019).

Behavioral Pattern of Intolerance in the face of stress: Expressed through exaltation, discrimination, irritability, and polarization of opinions, operating under adrenergic reactivity. It is characterized by attack responses and inflexibility toward the stressor (Barbosa, 2014, 2019).

Functional balance—the Behavioral Pattern of Equilibrium in the face of stress — emerges when S2 actively supervises S1, establishing opinion congruence and balance among core beliefs (Barbosa, 2014).

Classes of Diffuse Communication as Bias Maintainers

ARslnt maps resilience in gradients that range across different levels: Excellent Condition in Resilience (fortress position), Strong and Good Condition (security positions), Moderate Condition (cognitive risk position), and Weak Condition in Resilience (sensitive position under stress) (Barbosa, 2014, 2019). Transition to cognitive vulnerability arises from the crystallization of interpretive distortions reinforced by daily interaction, critically identified when at least three domains appear in Weak Condition in Resilience (Barbosa, 2014, 2019).

Within this background emerge what are termed Classes of Diffuse Communication, characterized by three predominant modalities of communicational distortion:

Assumptions: Anticipations of scenarios without empirical validation (“I thought that…”).

Tacit Deductions: Automatic interpretations of others’ motives and intentions (“Oh, you meant…”, “It must be that…”).

Biased Inferences: Arbitrary conclusions lacking objective contextual data (“I think that…”, “You said that…”).

Diffuse communication imposes overload on the message receiver by demanding continuous decoding of subtexts (the implicit or unspoken), hidden priorities, and ambiguities. This attentional strain drains mental energy and increases tension and bodily fatigue, fueling automatic S1 biases and trapping the individual in reactive cycles of intolerance or passivity under stress (Barbosa, 2014, 2024).

Structured Multichannel Communication (CME) within ARslnt

If the QUEST_Resilience scale provides the descriptive organization of beliefs across eight Belief Model Determinants (BMDs)—Self-Control, Enchanting and Maintain People, Conscious stress reactions, Meaning of Life, Analysis of the context, Optimism

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toward Life, Self-Confidence, Enchanting and Maintain People, Empathy, and Meaning of Life —the practical implementation of ARslnt requires a communicational technology capable of intervening in this network without triggering new overloads (Barbosa, 2019; Brandalise et al., 2016; Rodrigues et al., 2013).

Structured Multichannel Communication (CME), inspired by the principle of strategic channel integration (Schultz et al., 1993), is precisely this relational and executive technology: an intentional system of verbal, visual, contextual, and physical transmission designed to dismantle diffuse classes, mitigate affective disorganization, and ensure predictability.

CME's operationalization is based on four interdependent pillars:

1. **Contextual Anticipation before Action:** Clarifying purpose, stages, resources involved, and expected time before performing an activity. This prior framing reduces contextual uncertainty, allowing fear - a transversal variable - to shift from a paralyzing function to a regulated alert, actively recruiting System 2 (Kahneman, 2011).
2. **Semantic Clarity and Precision:** Use of direct propositions free from excessive metaphors or hermetic terminology. Semantic alignment reduces processing effort and provides technical support for decision-making, for example within the Analysis of the context domain (Barbosa, 2019, 2024).
3. **Temporal Scaling and Respect for Cognitive Rhythm:** Breaking dense demands into progressive goals, accompanied by pauses for consolidation and the use of external visual supports (rational accommodations). Scaling prevents executive-function exhaustion and strengthens the Self-Control domain (Barbosa, 2019).
4. **Environmental Sensory Modulation:** Intentional management of surrounding stimuli (sound attenuation, balanced lighting, spatial organization). This physical regulation directly connects to the Conscious stress reactions domain, lowering tension and bodily fatigue and preventing extreme responses along the adrenaline-cortisol axis (Barbosa, 2014, 2024).

Practical Articulation: From Mapping to Relational Intervention

The integration between QUEST_Resilience and CME establishes a direct transition from cognitive mapping to practical intervention and leadership (Barbosa, 2019, 2024). The instrument reveals which beliefs require support in the present moment, enabling CME to adjust communication channels individually (Barbosa, 2024; Brandalise et al., 2016).

When mapping indicates fragility in Conscious stress reactions and Self-Control domains accompanied by a tendency toward the Intolerance Pattern, intervention immediately prioritizes environmental sensory modulation and temporal scaling, interrupting the physiological escalation of irritability (Barbosa, 2014). Conversely,

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when Self-Confidence and Enchanting and Maintain People show reductions under the Passivity Pattern, the approach directs conduct toward contextual anticipation and relational validation, restoring cognitive security and initiative (Barbosa, 2019; Rodrigues et al., 2013).

Final Considerations

Classes of diffuse communication constitute relational noise that sustains cognitive distortions and perpetuates risk positions in human resilience (Barbosa, 2014). Structured Multichannel Communication (CME) bridges the gap between ARslnt's theoretical construct and its practical execution, configuring itself as an evidence-based relational technology (Barbosa, 2024). By ensuring transparency, predictability, and psychophysiological stabilization, CME neutralizes dysfunctional assumptions, strengthens Belief Model Determinants, and consolidates the capacity for active transformation in the face of adversity (Barbosa, 2019; Rutter, 1985).

Conflict of Interest

The author declares that no conflicts of interest are associated with the preparation or submission of this manuscript. Specifically:

No financial relationships exist that could influence the interpretation of data, theoretical analysis, or conclusions presented in this work.

No personal or professional relationships are present that could compromise the objectivity, independence, or integrity of the scientific content.

The institutional affiliations mentioned reflect solely the author's academic and professional background and do not exert any undue influence on the development, analysis, or dissemination of the results.

Statement on the Use of Artificial Intelligence

During the preparation and revision of this manuscript, the author utilized language models and generative artificial intelligence technologies solely for the purposes of grammatical review, technical formatting, and alignment with academic English conventions. These tools were not employed to generate theoretical conceptions, conceptual analyses, scientific conclusions, or interpretations of the presented data. The author critically reviewed and edited all final content, assuming full ethical, methodological, and conceptual responsibility for the integrity and authenticity of the publication.

Data Availability Statement

The present manuscript is predominantly theoretical and conceptual in nature, grounded in a critical literature review and the systematization of Structured Multichannel Communication (CME) technology within the framework of the Resilience Approach (ARslnt). All constructs and secondary data discussed are properly cited within the text and derive from public sources and prior scientific publications. Additional information

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regarding the mapping parameters of the QUEST_Resilience scale may be requested directly from the corresponding author, subject to the intellectual property rights of the Brazilian Society of Resilience (SOBRARE).

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